



COVID - Contact Investigators/Contact Tracers and associated Surge Support Team Positions

Multiple locations, WA

Summary

You'll be front and center in activating our COVID-19 response. You'll bring our public health emergency preparedness and response to the frontlines.

DOH works with federal, state, tribal, and local health partners to help people in Washington stay healthy and safe. Our programs and services help prevent illness and injury, promote healthy places to live and work, provide education to help people make good health decisions, and ensure our state is prepared for emergencies.

Data Support Staff (HSC 1)

These positions support county and state disease investigations and state-wide reporting by completing data entry of COVID-19 lab results. This work requires familiarity with the Microsoft Office Suite (Excel, Outlook, Word, Teams) and data entry experience. These positions work remotely as part of a team to accurately enter large volumes of data.

Required Qualifications:

- A Bachelor's degree in public health, health care administration, public or business administration, or closely allied field.
OR
- One (1) or more years of experience working in a health services program, public health, medical service, or another similar setting.
OR
- Five (5) or more months of experience providing data-entry support to the COVID-19 pandemic or another similar setting where HIPPA Laws apply and you were responsible for data-entry of confidential information such as medical files, intake medical services, insurance claims, etc.

Surge Support Staff (HSC 2)

These positions support four missions related to COVID-19 response. Duties Include:

- **Contact Investigator/Contact Tracer (CI/CT):** Developing a warm, empathetic rapport with the patient is paramount to providing the most effective support and



collecting the most accurate information to inform the next steps in the CI/CT investigation. These positions must maintain confidentiality, be able to communicate complex technical information, handle the stress of a fast-paced work environment, be able to work from home with some potential for travel, work independently and show empathy when communicating to patients.

- **Testing kit assembly:** Work in a warehouse setting to assemble specimen collection kits as identified in standard processes and procedures. Support the packaging and movement of testing supplies in a warehouse setting.
- **Other duties not otherwise specified:** Support other PHOCIS Office COVID-19 surge support missions as applicable.

Required Qualifications:

- A Bachelor's degree higher in public health, health care administration, public administration or business administration, or an allied field; AND one or more years of experience working in a health services program, public health, medical service, or another similar setting.
OR
- Two (2) or more years of experience working in a health services program, public health, medical service, or another similar setting.
OR
- Five (or more) months of experience performing CI/CT investigations using a specialized technology system or other similar settings such as providing patient in-take services in an emergency/urgent care setting, etc.

Surge Support Team Lead (HSC 3)

These positions will support four missions related to COVID-19 response as lead-workers for surge support team members. They will support the day-to-day work and objectives provided by supervisors and managers. In addition to performing the following tasks they are also responsible for leading staff and conducting general duties in the following:

- **CI/CT:** Developing a warm, empathetic rapport with the patient is paramount to providing the most effective support and collecting the most accurate information to inform the next steps in the CI/CT investigation. These positions must maintain confidentiality, be able to communicate complex technical information, handle the stress of a fast-paced work environment, be able to work from home with some potential for travel, work independently and show empathy when communicating to patients.
- **Testing kit assembly:** Work in a warehouse setting to assemble specimen collection kits as identified in standard processes and procedures. Support the packaging and movement of testing supplies in a warehouse setting.
- **Other duties not otherwise specified:** Support other PHOCIS Office COVID-19 surge support missions as applicable.



Required Qualifications:

- A Master's degree in public health, health care administration, public or business administration, or a closely allied field; AND demonstrated experience in a health services program, public health, medical service, or another similar setting.

OR

- A Bachelor's degree in public health, health care administration, public or business administration, or a closely allied field; AND two (2) or more years of experience in a health services program, public health, medical service, or another similar setting.

OR

- Three (3) or more years of experience working in a health services program, public health, medical service, or another similar setting.

For more information / How to Apply:

<https://www.governmentjobs.com/careers/washington/doh?keywords=contact%20Tracer>